JOB POSTING NOTICE

Galveston County is seeking a new Customer Support Lead for the Information Technology Department!
The Customer Support Lead's role is to oversee all Customer Service staff and ensure that end users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to identification, prioritization and resolution of incidents, including the monitoring, tracking and coordination of Customer Service functions.

JOB TITLE: Customer Support Lead	**DEPARTMENT:** Information Technology
SALARY: $45,756.67 a year	**JOB GRADE:** 18A
OFFICE ADDRESS: 722 Moody Avenue Galveston, Texas 77550	**OFFICE HOURS:** 8:00am to 5:00pm, Monday – Friday

BENEFITS:
- Medical, Dental, Vision, Disability, TCDRS Retirement, AUL Alternate Plan

TO APPLY:
To apply please visit our website: **http://www.galvestoncountytx.gov/hr/Pages/Jobs-Online.aspx**
and fill out our online application or apply in person at 722 Moody, 3rd Floor Human Resources Office.

QUALIFICATIONS/REQUIRED SKILLS

- 4+ years in IT or a degree in Computer Information Systems or Computer Science
- Excellent customer service skills and Exceptional written and oral communication skills
- Must pass Criminal Background check
- Knowledge of advanced computer hardware, including system peripherals, USB, SATA, EIDE, printers, hard drives, and monitors.
- Working knowledge of a range of diagnostic utilities.
- Extensive support experience with systems, applications, including INFRA ticketing system.
- Working knowledge of a range of diagnostic utilities, including Solar Winds, and VMware Configuration Manager.
- Experience with desktop and server operating systems, including Windows Server 2003/2008, Windows 7/XP, and Unix.
- Demonstrated progressive experience in the management of a technical support team.
- Solid relationship management and performance management skills.
- Ability to motivate and direct staff members and subordinates; Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional interpersonal skills, with a focus on listening and questioning skills.
- Ability to conduct research into customer service issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated, directed with Keen attention to detail; Team-oriented and skilled in working within a collaborative environment

RESPONSIBILITIES INCLUDE

- Manage the processing of incoming calls to the Service Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end user issues.
- Develop and enforce request handling and escalation policies and procedures.
- Track and analyze trends in Help Desk requests and generate statistical reports.
- Assess need for any system reconfigurations (minor or significant) based on request trends and make recommendations.
- Identify, recommend, develop and implement end user training programs to increase computer literacy and self-sufficiency.
- Oversee development and communication of help sheets, usage guides and FAQs for end users.
- Attend training seminars, conferences and trade shows to broaden knowledge of current and future Service Desk issues and technologies.
- Oversee the development, implementation and administration of service desk staff training procedures and policies.
- Train, coach and mentor Customer Service Technicians; Manage the overall Customer support activities and staff.
- Contribute to escalated problem resolution by giving in-person, hands-on support to end users when necessary.
- Monitor incident trends and anticipate potential problems for proactive resolution.
- Able to report regularly for work and be on time performs other duties as assigned by supervisor.

Date Posted:	1/24/2019	**ADA/Equal Employment Opportunity Employer/VETS WELCOME**